



Bureau of TennCare Policy Manual

Policy No: ORG 06-002	
Subject: Policy Manual	
Approval: <i>J.D. Hickey DC</i>	Date: 5/10/2006

PURPOSE:

The purpose of this policy is to provide an overview of the TennCare Policy Manual and to explain how additions/revisions/deletions are to be made. This policy supersedes TSOP #001.

POLICY:

The TennCare Policy Manual is a compendium of policy statements on topics that require multi-unit involvement, as well as topics that require more explanation than is generally found in rules and contract documents. The topics generally cross organizational lines within the Bureau of TennCare and sometimes organizational lines between TennCare and other entities. Each policy in the Policy Manual includes a general statement of procedures, with the expectation that detailed program-specific procedures are handled at the program level.

As an example, a particular policy might have an Information Systems (IS) component. That component will be referenced in the policy statement, but the detailed description of exactly how things are handled at the IS level would be a part of IS's policies, rather than the policies of the Bureau as a whole.

The Policy Manual will have 12 sections initially, plus an index. More sections may be added if needed. The initial 12 sections are:

1. Organization (ORG)
2. Eligibility, Enrollment, and Disenrollment (EED)
3. Benefits (BEN)
4. Cost-Sharing (COS)
5. Quality of Care (QC)
6. Contractors (CON)

7. Providers (PRO)
8. Long-Term Care (LTC)
9. Appeals Processes (APP)
10. Payment Issues (PAY)
11. Reporting (REP)
12. HIPAA Policies (HIP)

Policies will be numbered according to the section into which they fall, the year in which they are finalized, and the chronological order of finalization. As an example, the first HIPAA policy for 2006 would be numbered HIP 06-001.

An index will be kept updated so that readers can quickly locate policies on subjects of interest. The index will also be on the TennCare website.

The TennCare Policy Office will be responsible for coordinating policy development.

All policies will be maintained on the TennCare website.

PROCEDURES:

1. When a topic for a policy has been identified, a representative of the Policy Office will meet with a workgroup of the person or persons identifying the topic and others with an interest in it. The purpose of this meeting will be to identify the issues to be resolved in developing a written policy.
2. The Policy Office will conduct general research on the policy topic, using state and federal regulatory documents and other sources of policy information.
3. The Policy Office will draft a policy for review by the workgroup mentioned in #1.
4. When the workgroup is satisfied with the policy, it will be presented to the TennCare Executive Staff for review.
5. When the TennCare Executive Staff has signed off on the policy, it will be presented to the Bureau Director for final sign-off.
6. Once the policy is final, it will be placed on the TennCare website.
7. The Policy Office will lead reviews of policies from time to time to assure that they are still current and to make any updates needed.

OFFICE OF PRIMARY RESPONSIBILITY

- TennCare Policy Office